IT PROJECT EVALUATION

Project Tracking No.: P-006-FY03-DHS

Return on Investment Program Funding Application (FY 2003 Request)

This is an electronic template. Please enter your responses on this document. Only electronic submittals of this template will be accepted. Proposals submitted after the designated due date may not receive funding consideration.
FINAL AUDIT REQUIRED: The Enterprise Quality Assurance Office of the Information Technology Department is required to perform a final project outcome audit, after implementation, for all Pooled Technology funded projects.

SECTION I: PROPOSAL

Date: 7-18-01

Agency Name: Department of Human Services, Division of Adult, Children and Family Services

Project Name: Child Abuse Intake and Assessment

Expenditure Name:

Agency Manager: Vern Armstrong, Chief, Bureau of Protective Services, Division of Adult, Children and Family Services, Hoover Building, 5th Floor, Des Moines, Iowa

Agency Manager Phone Number / E-mail: (515) 281-6802, larmstr@dhs.state.ia.us

Executive Sponsor (Agency Director or Designee): Mary Nelson, Administrator, Division of Adult, Children and Family Services, DHS. (515)281-5521

Request For ROI Application Waiver:

Agencies are required to complete this funding application when requesting funds for any project, any IT expenditure costing over $100,000 or any non-routine IT expenditure. If you feel there is compelling reason to waive this requirement, please provide (in the box provided below) a brief description of the project or expenditure, the budget amount, and a rationale for the waiver request. Until a decision is made regarding your waiver request, it is not necessary to complete any other portion of this application. The ITD Enterprise Quality Assurance Office will convey waiver request decisions within five working days of receipt.

Explanation: N/A

A. Project or Expenditure Rationale

Is this project or expenditure necessary for compliance with a Federal standard, initiative, or statute? ☒ **YES** (If "YES," explain) ☐ **NO**

Explanation: The project is related to federal law, mandate and regulations regarding the investigation and reporting of child abuse. While no federal law requires a specific type or centralized intake, Iowa is required to investigate reports of child abuse, track referrals and incidents of abuse and provide reports and data to the federal government. This project enhances the state's ability to comply with federal mandates in the various reporting requirments.

Is this project or expenditure required by State statute? ☒ **YES** (If "YES," explain) ☐ **NO**

Explanation: The January, 2001 session of the Iowa Legislature began to explore the creation of a centralized intake process by an interim study group that will review and make recommendations to the 2002 session regarding the feasibility and desireability of centralized intake of child abuse referrals. This group was chartered to respond to the findings of the Ombudsman's report on the child protection system in Iowa. This study group will be determining the nature, parameters and activities of any centralized child abuse intake processes recommended.

This project will provide system enhancements to support any degree of or move to a centralized intake unit however it may be developed through legislative action.

In accordance with state law and department policy, this project also supports improvements in the intake and assessment process currently used by child protective workers throughout the state. This project is not dependent upon legislative decisions regarding a centralized intake process and would enhance current intake and assessment of child abuse referrals by the department. This project enhances system supports to allow easier and faster access to critical information by workers assigned to do the child abuse assessments, greater linkage of the assessment process to delivery of services and overall protective efforts, and improve the response time to referrals regarding child abuse. This project is designed so that it will equally support and improve the intake/assessment process in either a centralized or decentralized environment. The project is designed so that it can be funded and implemented in its entirety or in the prioritized component parts identified.

(NOTE: These components are identified below--see Project Summary section and Section II, Project Administration for the details of the component parts of the project.)

Does this project or expenditure meet a health, safety or security requirement?
☒**YES** (If "YES," explain) ☐ **NO**

Explanation: This project meets a core and fundamental safety requirement by enhancing the system supports used by DHS field staff to assess allegations of abuse, various risk factors involving a child and responding to referrals of suspected child abuse. Upon receipt of a referral and assignment of a case, the child protective worker needs to be able to quickly assess prior abuse reports, child and family history, service history and prior DHS involvement information in order to determine how to proceed in assessing the referral information. In reports involving imminent danger to a child, the child protective worker is required to contact the child within one hour. Referral information involving sex abuse, serious injury or child endangerment require coordinated efforts with law enforcement and the county attorney. In these cases, complete information is needed to accurately assess the situation and risk to the child. In cases of emergency removal of a child from the family home, the courts require complete and updated information on the child's history and whether child welfare services are currently provided to the family. Often, the actions of the child protective worker have a great impact on the health and safety of a child. Improved access to information and quicker response time are key elements in providing the best protective services to Iowa's children.

Additionally, given the high caseloads child protective workers currently carry, any steps we can take to help staff to save time and have access to more information improves the health and safety of children.

Is this project or expenditure necessary for compliance with an enterprise technology standard?
YES (If "YES," explain) **X NO**

Explanation: N/A

Is this project or expenditure consistent with meeting the goals and objectives of the State's strategic plans?
☒ **YES** (If "YES," explain) ☐ **NO**

Explanation: One of the State of Iowa goals is to increase and improve protective services to children and families in order to provide safety to its citizens. As stated above, the requirements for safety and security of Iowa children and families are improved and this project supports any move towards centralized intake as a means to meeting this goal.

Is this a "research and development" project or expenditure? ☐ **YES** (If "YES," explain) ☒ **NO**

Explanation: N/A

B. Project or Expenditure Summary

1. Provide a pre-project or pre-expenditure (before implementation) and a post-project or post-expenditure (after implementation) description of the impacted system or process. In particular, note if the project or expenditure makes use of information technology in reengineering traditional government processes.

Response: **Pre-project procedures and practice for child abuse intake and assessment:** Prior to the project implementation, when field staff receive a child abuse referral multiple FACS/STAR screens need to be accessed to determine the service history, prior history of assessments and critical information necessary to decide on rejecting or accepting the referral for assessment. The information in the various screens is not in a logical order for the intake worker and not in one place for quick access. It is also likely that the intake worker may have to make phone calls or contact other DHS offices to obtain family history or other crucial information. At times there is also a need to contact the referral person for more information to better determine the risks or needs of the child and family.

Post-project impact on the system: This project allows intake workers to access in one place the critical information in the FACS/STAR systems needed for the intake decisions and the information will be organized in a logicgal flow . The system availability is increased to almost a 24-7 basis. All the critical information is available quicker for staff inquiry. This project allows the child protective workers in the local DHS offices to do the following:

- Provide access to specific screens in FACS/STAR that contain child/family history, service history, current DHS involvement, information regarding past child abuse assessements. This would relieve workers from searching through various screens for the specific and pertinent information needed.
- Allow workers to review this information much more quickly.
- Use the necessary information to assess child risk and provide information to law enforcement or the courts for specific protective actions.
- Allow local DHS office staff to assess referral information more effectively and faster to make decisions on accepting or rejecting the referral for assessment.
- Allow more efficient use of technology in the field to improve responses to referral information.
- In light of staff reductions and limited resources, this project allows for better use of department field/staff resources by reducing the time needed to pull together information, make decisions regarding the referral and improve response time.

The policies regarding intake practice, assessment of child abuse allegations and notification processes through the local DHS offices will remain the same.

Note: This project is planned to be implemented in its entirety or in component parts. The project components as a whole include the following: 1) Security issues. 2) Document generation development. 3) Written notice functionality. 4) Tracking data and calls. 4) Mirror image and inquiry functionality in STAR and FACS. 5) Front end GUI STAR intake functions. 6) FACS and STAR specialized dialogs. 7) IT support and help desk support. 8) IT training for the intake staff.
The component parts have been prioritized as follows (numbered in order): 1. Mirror image inquiry function with no data entry to increase availablity of the FACS/STAR database systems to the intake staff. 2. FACS/STAR specialized dialogs which would enhance existing FACS/STAR screen and provide access to these screens so that the intake staff could make decisions regarding accepting/rejecting a referral for investigation/assessment and relay of the referral to the proper local DHS office. 3.

Front end GUI STAR which would involve 5-6 STAR screens to allow update, search and review functions. 4. IT support such as help desk availability assistance to the intake staff. 5. Training in the database functions for the intake staff.
The other components such as security, document generation, written notice functionality and tracking calls/referrals are required components of the project.
See Section II: Project Administration for further details of these components.

Note: In any legislative action toward a centralized intake process, the scope of the project could be increased to include dependent adult referrals. In that contingency, there would also need to be enhancements in the STAR screens that deal with dependent adult abuse information.

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2. Summarize the extent to which the project or expenditure improves customer service to Iowa citizens or within State government. Included would be such items as improving the quality of life, reducing the governmental hassle factor, providing enhanced services, improving work processes, etc.

Response: This project will improve governmental services to iowa citizens by increasing the speed in which referrals are able to be handled locally or at a centralized location by providing staff with more tools to support decision making. These improvements help us to get closer to a core goal for state government: safe communities for our citizens.

3. Identify the main project or expenditure stakeholders and summarize the extent to which each, especially citizens, is impacted. In particular, note if the project or expenditure helps reconnect Iowans to State government.

Response: The main project stakeholders are the children and families DHS serves as clients (improved safety), Iowa citizens in general as taxpayers (through gains in staff efficiency), DHS staff in the field and central office (improved work processes) and the reporters of abuse (improved results).

SECTION II: PROJECT ADMINISTRATION

A. Agency Information

1. Project Executive Sponsor Responsibilities: The sponsor must have the authority to ensure that adequate resources are available for the entire project, that there is commitment and support for the project, and that the organization will achieve successful project implementation.

Response: No response required.

2. Organization Skills:
   a. List the project management skills necessary for successful project implementation
   b. List the project management skills available within the agency
   c. List the source(s) of project management skills lacking within the agency
   d. Summarize relevant agency project management experience and results

Response:

A. Project management skills necessary for project implementation:

* Policy oversight by DHS of the intake process and functions of child abuse reporting and tracking.
* Enhancement of the existing FACS/STAR database systems to allow the centralized intake unit to review, update and use the systems in decision making.
* Programing resources in the Child Welfare Information Systems (CWIS) unit of the DHS to make the enhancements needed and arrange security and access for the centralized intake unit.
* Analysis of existing systems and identification of enhancements for the intake needs.
* Training of intake staff regarding child abuse intake procedures and training to use the data systems.
* Providing security for confidential child abuse information.
* Project management and review of standards for IT development.
* Provision of support for intake staff via Help Desk staff from the CWIS unit of the department.
* Develop contingency plans for implementing the project as a whole or in the component parts as needed.
* Performs impact analysis for changes needed in the database systems.

B. Management skills within the agency:

* Adult, Children and Family Services (ACFS) division of the DHS will provide policy oversight, ongoing review of the intake unit functions, hiring of staff, and monitoring of response to referrals.
* Child Welfare Information Systems unit of the department will provide help desk support, programming resources, and technical support for the centralized intake unit and database enhancement.
* FACS/STAR are operational database systems.
* ACFS and CWIS will coordinate training and support for DHS staff.
* Currently, DHS has in place the procedures and database ability for meeting federal reporting requirements.
* ACFS will provide project management regarding the overall centralized intake unit functions and IT development. CWIS will provide consultation support for the IT development.
* CWIS has established standards and will monitor impact analysis regarding database functionality.
* Child protective staff who have expertise and skills in the intake and assessment process.

C. Project skills lacking in the agency: NONE

D. Relevant agency project management experience and results: The Department of Human Services has the technical and policy expertise in the areas of federal and state law, FACS/STAR systems, child abuse intake and assessment procedures to implement the project.

Description of the prioritized component parts and additional components of the project:
1. Mirror image inquiry functions: This component deals with increasing FACS/STAR availablity to the intake unit which will have 24-7 working hours. Currently, the FACS/STAR systems have "down time" when the systems are being maintained. This down time normally runs from 7:30 pm to 3:00 or 5:00 am nightly. Controls will be incorporatred to avoid contention with nightly batch processes.
2. FACS/STAR specialized dialogs: These are new screens which bring together in one place existing FACS/STAR data crucial to the intake proceess to support workers in decisions regarding rejecting/accepting a referral, emergency action, and review existing child welfare services in place for that child and family.
3. Front end GUI STAR intake: This component involves creating 5-6 new screens in STAR and the development of a front end GUI system. This would have update, search and review functions. Thiscomponent also creates a client server based intake flow.
4. IT supports for 24/7 availability: This component involves the Help Desk assistance to the intake staff and customer services/on call availability by IT .
5. Training for centralized intake staff: Systems training would be needed by the centralized intake staff to use of FACS/STAR, the GUI and XSTAR enhancements.
The other components of the project involve the following: security, doc gen development, written notice development and tracking data and calls. Increased access to the number of counties for the intake staff is needed to allow statewide use of case information in FACS/STAR.

B. Project Information

1. History:
   a. Is this project the first part of a future, larger project? If so, please explain.
   b. Is this project a continuation of a previously begun project? If so, please explain project history, current status, and results.

Response: This project is not a part of a larger project. This project is not a continuation of a previous project. As stated, the 2001 legislature has called for the study of centralized intake of child abuse referrals in DHS. This project supports any move towards that goal.

As stated, this project stands alone in whole or in its component parts.

2. Expectations: Describe the primary purpose or reason for the project.

Response: The primary purpose of this project is to improve staff access to information critical to child abuse intake and assessment.

3. Measures: Describe the criteria that will be used to determine if the project is successful.

Response: The primary measure of the success of this project will be the overall decrease in time necessary to access information critical to the intake/assessment process and a decrease in the time necessary to make decisions regarding accepting/rejecting referrals.

4. Environment: List the project participants (i.e. single agency, multiple

agencies, State government enterprise, citizens, associations, or businesses, etc.).

Response: Single agency - DHS

5. Risk: Describe the project risks which may be internal or external to State government, i.e. implementing versus not implementing project, changing technology, potential cost overruns, changing citizen demand or need, etc.

Response: There are no known risks to improving access to critical information related to abuse intake and assessment.

6. Security / Data Integrity / Data Accuracy / Information Privacy
   a. List the security requirements of the project
   b. Describe how the security requirements will be integrated into the project and tested
   c. Describe what measures will be taken to insure data integrity, data accuracy and information privacy.

Response:

A. No new data will be created as part of this project. Rather, new and improved presentations of existing data will result. Our current child protective IT system has extensive controls to prevent unauthorized access to information. These new presentations will make use of our current security model.

B. Only pre-approved intake workers will have access to the new data presentations. Security testing is a key component of all current project development and is very straightforward. Testing consists of having select groups of approved and non- approved IDs attempt access to the new data.

C. See A. and B. above

7. Project Schedule
   Describe general time lines, resources, tasks, checkpoints, deliverables, responsible parties, etc.

Response: The major tasks of this project are the prioritized enhancements identified previously in the responses. 1. The mirror image inquiry function with no data entry. 2. The FACS/STAR specialized screens to allow field staff to access information in one place. 3 The front end GUI STAR. 4. The ongoing maintenance of 24-7 IT support. 5. The training for staff in the use of the FACS/STAR enhancements. Additionally, there will be the development of tracking, doc gen, written notice and security issues if the legislative action calls for a centralized intake process. Completion of the projection would be by June 30, 2003.

SECTION III: TECHNOLOGY (In written detail, describe the following)

A. Current Technology Environment

1. Software (Client Side / Server Side / Midrange / Mainframe):
   a. Application software
   b. Operating system software
   c. Major interfaces to other systems, both internal and external

Response: A. COBOL/IDMS
B. OS 390
C. This project will interface data from our two current mainframe systems.

2. Hardware (Client Side / Server Side / Mid-range / Mainframe):
   a. Platform, operating system
   b. Storage and physical environment
   c. Connectivity and bandwidth
   d. Logical and physical connectivity
   e. Major interfaces to other systems, both internal and external

Response: A. IDMS database (currently release 12.0) residing on the state's IBM 9672 CMOS
B. The data for this project will continue to be stored in our IDMS database.
C. N/A
D. N/A
E. Data from FACS and STAR will be integrated into a single display.

B. Proposed Technology Environment

1. Software (Client Side / Server side / Mid-range / Mainframe)
   a. Application software
   b. Operating system software
   c. Major interfaces to other systems, both internal and external
   d. General parameters if specific parameters are unknown or to be determined

Response: A. Visual Basic (for GUI application)
B. Windows 95 (for GUI application)
C. N/A
D. N/A

2. Hardware (Client Side / Server Side / Mid-range / Mainframe)
   a. Platform, operating system
   b. Storage and physical environment
   c. Connectivity and Bandwidth
   d. Logical and physical connectivity
   e. Major interfaces to other systems, both internal and external
   f. General parameters if specific parameters are unknown or to be determined

Response: A: Individual desktops (for GUI application)
B. Individual desktops (for GUI application)
C. N/A
D. N/A
E. Visual basic and Extra 6.5 (for GUI application)
F. N/A

C. Data Elements

If the project creates a new database, provide a description of the data elements.

Response: No new databases as part of this project.

SECTION IV: Financial Analysis

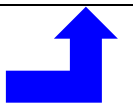
A. Budget: Enter figures and calculate (see formula below) Total Annual Prorated Cost (State Share).

$$\left[\left(\frac{Budget\ Amount}{Useful\ Life}\right)\times \%\ State\ Share\right]+\left(Annual\ Ongoing\ Cost\times \%\ State\ Share\right)=Annual\ \text{Pr}orated\ Cost$$

Budget Line Items	Budget Amount (1st Year Cost)	Useful Life (Years)	% State Share	Annual Ongoing Cost (After 1st Year)	% State Share	Annual Prorated Cost
Agency Staff	$230,250	4	67%	$	%	$38,567
Software	0	4	%	$	%	$
Hardware	0	3	%	$	%	$
Training	0	4	%	$	%	$
Facilities	0	1	%	$	%	$
Professional Services	0	4	%	$	%	$
ITD Services	0	4	%	$	%	$
Supplies, Maint, etc.	0	1	%	$	%	$

Other (Specify)	0		1		%		$		%		$
Totals	$230,250		-------		-------		$		------		$38,567

Transfer this amount to the ROI Financial Worksheet, item “D” on page 14.



B. Funding: Enter data or provide response as requested

1. This is (pick one):
   - **X** A Pooled Technology Fund or Reengineering Fund Request
   - ☐ An Agency IT Expenditure or Budget Request (General Fund, Road Funds, etc)
   - ☐ Other – Specify:

2. On a fiscal year basis, enter the estimated cost by funding source?

	FY03		FY04		FY05	
	Cost ($)	% Total Cost	Cost ($)	% Total Cost	Cost ($)	% Total Cost
State General Fund	$	%	$0	%	$0	%
Pooled Tech. Fund	$154,267	67%	$	%	$	%
Federal Funds	$75,985	33%	$	%	$	%
Local Gov. Funds	$	%	$	%	$	%
Grant or Private Funds	$	%	$	%	$	%
Other Funds (Specify)	$	%	$	%	$	%
Total Project Cost	$230,250	100%	$	100%	$	100%

If applicable, summarize prior fiscal year funding experience for the project / expenditure.

Response: New project, N/A

1. On a fiscal year basis, how much of the total ($ amount and %) project / expenditure cost would be absorbed by your agency from normal operating budgets (all funding sources)?

Response: 0

2. Identify, list, and quantify all new annual ongoing (maintenance, staffing, etc.) related costs (State $s) that will be incurred after implementation or expenditure.

Response: 0

C. ROI Financial Worksheet: Respond to the following and transfer data to the ROI Financial Worksheet (see IVC11) as necessary:

1. Annual Pre-Project Cost – Quantify all actual state government direct and indirect costs (personnel, support, equipment, etc.) associated with the activity, system or process prior to project implementation. This section should be completed only if state government operations costs are expected to be reduced as a result of project implementation.

Response: A time study has not been done to determine exactly how much time will be saved.

2. Annual Post-Project Cost – Quantify all estimated State government direct and indirect costs associated with activity, system or process after project implementation. This section should be completed only if State government operations costs are expected to be reduced as a result of project implementation.

Response: None

3. State Government Benefit -- Subtract the total "Annual Post-Project Cost" from the total "Annual Pre-Project Cost." This section should be completed only if State government operations costs are expected to be reduced as a result of project implementation.

Response: 0

4. Citizen Benefit – Quantify the estimated annual value of the project to Iowa citizens**.** This includes the "hard cost" value of avoiding expenses ("hidden taxes") related to conducting business with State government. These expenses may be of a personal or business nature. They could be related to transportation, the time expended on or waiting for the manual processing of governmental paperwork such as licenses or applications, taking time off work, mailing, or other similar expenses. As a "rule of thumb," use a value of $10 per hour for citizen time savings and $.325 per mile for travel cost savings.

Response: Citizen benefit is not in hard cost terms. The non-quantifiable benefits are greater safety for children in terms of protection from harm or injury; improved response decisions regarding child abuse referrals; quicker response time to abuse referrals; increased worker efficiency in use of technology; and improved coordination of protective services.

5. Opportunity Value/Risk or Loss Avoidance Benefit – Quantify the estimated annual non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc.

Response: See response to question #4.

6. Total Annual Project Benefit -- Add the values of all annual benefit categories.

Response: See response to question #4.

7. Total Annual Project Cost – It is necessary to estimate and assign a useful life figure to each cost identified in the project budget. Useful life is the amount of time that project related equipment, products, or services are utilized before they are updated or replaced. In general, the useful life of hardware is three (3) years and the useful life of software is four (4) years. Depending upon the nature of the expense, the useful life for other project costs will vary between one (1) and four (4) years. On an exception basis, the useful life of individual project elements or the project as a whole may exceed four (4) years. Additionally, the ROI calculation must include all new annual ongoing costs that are project related. Completing

Section IV-A, Project Budget of the evaluation document will provide all the necessary information for this item.

Response: $38,567

8. Benefit / Cost Ratio – Divide the "Total Annual Project Benefit" by the "Total Annual Project Cost." If the resulting figure is greater than one (1.00), then the annual project benefits exceed the annual project cost. If the resulting figure is less than one (1.00), then the annual project benefits are less than the annual project cost.

Response: Not able to determine the cost/benefit ratio due to the non-quantifiable benefit factors.

9. ROI -- Subtract the "Total Annual Project Cost" from the "Total Annual Project Benefit" and divide by the amount of the requested State IT project funds.

Response: See response above.

10. Benefits Not Readily Quantifiable -- List the project benefits which are not readily quantifiable (i.e. IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.). Rate the importance of these benefits on a "1 – 10" basis, with "10" being of highest importance. Check the "Benefits Not Readily Quantifiable" box in the applicable row.

Response: 10. Increased safety of children in Iowa. 9. Quicker response time regarding abuse referrals. 8. Enhanced FACS/STAR systems to assist in the intake and assessment process. 7. Improved decision making regarding abuse referrals. 6. Improved coordination of legal, protective services. 5. Improved intake and assessment practice by DHS. 4. Improved utilization of existing technology. 3. Meeting a strategic goal of state government and DHS. 2. Greater availability of the FACS/STAR systems for the field staff. 1. DHS field worker use of technology to handle high case loads.

11. ROI Financial Worksheet	
Annual Pre-Project Cost - How You Perform The Function(s) Now	
FTE Cost (salary plus benefits):	$
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	$
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	$
A. Total Annual Pre-Project Cost:	$
Annual Post-Project Cost – How You Propose to Perform the Function(s)	
FTE Cost:	$
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	$
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	$
B. Total Annual Post-Project Cost:	$
State Government Benefit (= A-B):	$
Annual Benefit Summary	
State Government Benefit:	$
Citizen Benefit:	$
Opportunity Value or Risk/Loss Avoidance Benefit:	$
C. Total Annual Project Benefit:	$
D. Annual Prorated Cost (SECTION IV-A):	$
Benefit / Cost Ratio: (C / D) =	
Return On Investment (ROI): (C – D / Requested Project Funds) x 100 =	**%**
X Benefits Not Readily Quantifiable	

Section V: ITC Project Evaluation Criteria

Criteria and Location in Project Evaluation Document		Points
1.	Is the project a statutory requirement; legal requirement; federal or state mandate; health, safety or security requirement or issue; and/or required for compliance with the enterprise technology standards? **Location: Section I-A**	**15**
2.	Will the project improve customer service? **Location: Section I-B.2**	**15**
3.	Does the project have a direct impact on citizens? To what extent does the project help reconnect state government with Iowans? **Location: Section I-B.3**	**10**
4.	Does the project provide a sufficient tangible and/or intangible return on investment? Will it generate savings or income? **Location: Section IV-C**	**10**
5.	Does the project make use of information technology and its practical application in reengineering traditional government processes consistent with the goals and objectives of the state's strategic plans? **Location: Section I-B.1**	**10**
6.	Risk: What are the risks associated with the project? Such risks may include those internal and external to state government, the risk of doing a project, the risk of not doing a project, and the risks associated with changing technologies, potential cost overruns, and changing citizen demands and needs. **Location: Section II-B.5**	**10**
7.	Is this funding required to continue a project that was begun prior to the year funding is being requested for and does it have proven past performance? Is the funding part of a multi-year strategy? **Location: Section II-B1, IVB2**	**10**
8.	Will the project be for only one agency, multiple agencies, or the state government enterprise? **Location: Section I-B3, IIB4**	**10**
9.	Has the applicant maximized their own and other resources in the project? Is alternative funding unavailable for this project? (If no other funding available, project will not be completed without Pooled Technology funding) **Location: Section IV-B.2, IV-B.3**	**5**
10.	What is the credibility of the requester based on past performance on other projects? **Location: Section II-A.2.d**	**5**
	Total	**100**